

Defense Intelligence Senior Executive Service (DISES)
Position Vacancy Announcement
For the
National Geospatial-Intelligence Agency

Announcement No. HQ NGA DISES 2007-15

Opening Date: 2 July 2007

Closing Date: 31 July 2007

Position Title/Series: Director, Client Services Office/Series IE-0201

Number of Vacancies: 1

Salary Range: \$111,676 -\$154,600

Location: National Geospatial-Intelligence Agency (NGA)
Human Development Directorate
Client Services Office
Bethesda, MD

Area of Consideration: All Sources

How to Apply: TO BE CONSIDERED FOR THIS POSITION, FOLLOW THE DIRECTIONS BELOW. To receive ***FULL*** consideration, mail or hand-deliver an ***original and four stapled copies*** of your current application. You must identify the position vacancy announcement number. There is no application of preference, therefore, a resume, an Application for Federal Employment (SF-171); or an Application for Federal Employment (OF-612) may be used. **Certain information is required** to be submitted, e.g., full name, mailing address, phone numbers, e-mail address, social security number, country of citizenship, education and work experience, salary history, and highest federal civilian grade held. Permanently attach all components of each application package. Please do not place application materials inside report covers or folders, or submit documents not specifically requested, as they will not be used in the evaluation process. **Faxed or e-mailed applications cannot be accepted.**

Applicants will be rated and ranked by an agency Qualifications Review Board using only the information submitted for consideration. Applicants who do not separately address the Executive Core Qualifications and document their demonstrated experience, training, and/or education in support of the Technical Qualifications will be ineligible for further consideration. Failure to provide all the required information and copies could result in an ineligible rating. Incomplete applications will not be considered.

Special note - - Current DISES, Senior Executive Service (SES) and Senior Intelligence Service (SIS) employees are not required to submit documentation of your Executive Core Qualifications (ECQs) since you have already demonstrated your ECQs. However, you must submit documentation to address your competencies in the area under the "Technical Qualifications." (All other candidates must submit all required paperwork.)

**Submit your application to: National Geospatial-Intelligence Agency
HDE, Mail Stop D-49, Room 176
4600 Sangamore Road
Bethesda, MD 20816-5003**

Applications must be received by the closing date. A postmark will **NOT** prevail. Applications will **NOT** be returned. Please reference announcement number shown above.

Basic Duties and Responsibilities: The Director, Client Services Office (HDC), Human Development Directorate (HD) is responsible for developing partnerships with NGA leadership to create and sustain a human resource system aligned to NGA's organizational culture and business strategy. Directly supports the Director and Deputy Director of HD in implementing HD's overall delivery of services. Specific responsibilities include designing and implementing policies and programs to attract, support, develop, and retain a diverse and highly capable workforce consistent with the Director's Strategic Intent. Functional responsibilities include employee benefits, work-life programs, support to externally assigned personnel, casualty affairs, recruiting services, HR information systems, overall service delivery, and drug testing. In addition, the Director, Client Services Office, provides advice and consultation, and positively influences the execution of all HD programs to leverage human talent to its fullest potential. The staff of HDC is about 50-50 government employees and contractors.

Qualification Requirements: Eligibility for this executive level position will be based upon a clear demonstration that the applicant has experience of the scope and quality sufficient to effectively carry out the assignments of the position. The successful applicants will be distinguished from other applicants by a review of the following Executive Core Qualifications (ECQs) and Technical Qualifications. Failure to meet a Qualification requirement will disqualify an applicant. Use an **Activities/Context/Outcome Approach** when describing your ECQs and keep in mind that reviewers will be looking for specific job-related activities and they will be interested in the context and outcomes of these activities. First, identify specific job-related activities (e.g., leadership, planning, acquiring a diverse workforce, budgeting) in which you participated and describe your actions. Next describe the context or environment within which you performed these actions. Mention other individuals or groups involved in the activity (e.g., client groups, members of Congress, individuals in other organizations). Lastly, state the outcomes of your actions. These indicate the quality and effectiveness of your performance and demonstrate your ability to achieve results, a key requirement of executive positions. Start your qualification statements with a brief summary of your managerial experience before individually addressing each of the five ECQs. Because “(6) **Fundamental Competencies**” are cross-cutting, they should be addressed over the course of the applicant's ECQ narrative. It is not necessary to address them separately as long as the narrative, in its totality, shows mastery of these competencies on the whole.

ECQs and their key characteristics: (Include as separate attachment, **one page maximum per ECQ**)

(1) Leading Change:

This core qualification involves the ability to bring about strategic change, both within and outside the organization, to meet organizational goals. Inherent to this ECQ is the ability to establish an organizational vision and to implement it in a continuously changing environment. Competencies include:

- ***Creativity and Innovation*** - Develops new insights into situations; questions conventional approaches; encourages new ideas and innovations; designs and implements new or cutting edge programs/processes.
- ***External Awareness*** - Understands and keeps up-to-date on local, national, and international policies and trends that affect the organization and shape stakeholders' views; is aware of the organization's impact on the external environment.
- ***Flexibility*** - Is open to change and new information; rapidly adapts to new information, changing conditions, or unexpected obstacles.
- ***Resilience*** - Deals effectively with pressure; remains optimistic and persistent, even under adversity. Recovers quickly from setbacks.
- ***Strategic Thinking*** - Formulates objectives and priorities, and implements plans consistent with the long-term interests of the organization in a global environment. Capitalizes on opportunities and manages risks.
- ***Vision*** - Takes a long-term view and builds a shared vision with others; acts as a catalyst for organizational change. Influences others to translate vision into action.

(2) Leading People:

This core qualification involves the ability to lead people toward meeting the organization's vision, mission, and goals. Inherent to this ECQ is the ability to provide an inclusive workplace that fosters the development of others, facilitates cooperation and teamwork, and supports constructive resolution of conflicts. Competencies include:

- **Conflict Management** - Encourages creative tension and differences of opinions. Anticipates and takes steps to prevent counter-productive confrontations. Manages and resolves conflicts and disagreements in a constructive manner.
- **Leveraging Diversity** - Fosters an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the organization.
- **Developing Others** - Develops the ability of others to perform and contribute to the organization by providing ongoing feedback and by providing opportunities to learn through formal and informal methods.
- **Team Building** - Inspires and fosters team commitment, spirit, pride, and trust. Facilitates cooperation and motivates team members to accomplish group goals.

(3) Results Driven:

This core qualification stresses involves the ability to meet organizational goals and customer expectations. Inherent to this ECQ is the ability to make decisions that produce high-quality results by applying technical knowledge, analyzing problems, and calculating risks. Competencies include:

- **Accountability** - Holds self and others accountable for measurable high-quality, timely, and cost effective results. Determines objectives, sets priorities, and delegates work. Accepts responsibility for mistakes. Complies with established control systems and rules.
- **Customer Service** - Anticipates and meets the needs of both internal and external customers. Delivers high-quality products and services; is committed to continuous improvement.
- **Decisiveness** - Makes well-informed, effective, and timely decisions, even when data are limited or solutions produce unpleasant consequences; perceives the impact and implications of decisions.
- **Entrepreneurship** - Positions the organization for future success by identifying new opportunities; builds the organization by developing or improving products or services. Takes calculated risks to accomplish organizational objectives.
- **Problem Solving** - Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.
- **Technical Credibility** - Understands and appropriately applies principles, procedures, requirements, regulations, and policies related to specialized expertise.

(4) Business Acumen:

This core qualification involves the ability to manage human, financial, material, and information resources strategically. Competencies include:

- **Financial Management** - Understands the organization's financial processes. Prepares, justifies, and administers the program budget. Oversees procurement and contracting to achieve desired results. Monitors expenditures and uses cost-benefit thinking to set priorities.
- **Human Capital Management** - Builds and manages workforce based on organizational goals, budget considerations, and staffing needs. Ensures that employees are appropriately recruited, selected, appraised, and rewarded; takes action to address performance problems. Manages a multi-sector workforce and a variety of work situations.
- **Technology Management** - Keeps up-to-date on technological developments. Makes effective use of technology to achieve results. Ensures access to and security of technology systems.

(5) Building Coalitions:

This core qualification involves the ability to build coalitions internally and with other Federal agencies, State and local governments, nonprofit and private sector organizations, foreign governments, or international organizations to achieve common goals. Competencies include:

- **Partnering** - Develops networks and builds alliances; collaborates across boundaries to build strategic relationships and achieve common goals.
- **Political Savvy** - Identifies the internal and external politics that impact the work of the organization. Perceives organizational and political reality and acts accordingly.
- **Influencing/Negotiating** - Persuades others; builds consensus through give and take; gains cooperation from others to obtain information and accomplish goals.

(6) Fundamental Competencies:

These competencies are the foundation for success in each of the Executive Core Qualifications.

Competencies include:

- **Interpersonal Skills** – Treats others with courtesy, sensitivity, and respect. Considers and responds appropriately to the needs and feelings of different people in different situations.
- **Oral Communication** – Makes clear and convincing oral presentations. Listens effectively; clarifies information as needed.
- **Integrity/Honesty** – Behaves in an honest, fair, and ethical manner. Shows consistency in words and actions. Models high standards of ethics.
- **Written Communication** – Writes in a clear, concise, organized, and convincing manner for the intended audience.
- **Continual Learning** – Assesses and recognizes own strengths and weaknesses; pursues self development.
- **Public Service Motivation** – Shows a commitment to serve the public. Ensures that actions meet public needs; aligns organizational objectives and practices with public interests.

Position Demands: This executive level position requires a thorough understanding of the value and need for an up-to-date human resource information system such as PeopleSoft and how the system is utilized. In addition, the individual selected for this position must have direct experience with the human resource issues and activities identified in the Basic Duties and Responsibilities above. Though not required, it would be beneficial for the individual selected to be SHRM (Society for Human Resource Management) certified.

Technical Qualifications (TQs): (Include as separate attachments, **two pages maximum per TQ.**)

In addition to the five Executive Core Qualifications (ECQs) which are mandatory for all DISES level positions, applicants will be rated on the TQ's identified below which are essential for successful performance in the position. These statements should be a narrative explanation of your relevant background and experience. They must show that your experience, education, and accomplishments reflect the competence and professional standing required to provide expertise required by this position. Technical Qualification Statements that do not clearly address the qualification criteria will not be adequate for evaluation. The employee selected for this position must possess:

1. Extensive knowledge/background in human resource policies, structure, and interrelationships of the Intelligence Community and other Federal Agencies. Also, knowledge of the principles and practices of human resources management in the public and private sectors.
2. Ability to direct dynamic human resource programs in a rapidly changing and diverse human resource environment. A demonstrated commitment to human capital programs.
3. Demonstrated analytic ability, including the ability to develop and implement creative and flexible human capital strategies and initiatives, including the use of business process outsourcing contracts.
4. Demonstrated mastery of written and verbal communications to inform and persuade skeptical audiences about new, unprecedented, complex, and/or controversial human resource policies, programs, and initiatives.
5. Demonstrated experience and understanding of the business of running a business (i.e., strategic planning, sound business management, adapting to change, understanding of outsourcing and contract management, developing the next generation's leaders, understanding the budget development and execution process, etc.).

Evaluation Methods: Applicants will be evaluated based on job-related criteria identified under the Qualification Requirements by a screening panel of senior representatives with functional backgrounds relevant to this position. Interviews may be conducted.

Security Clearance and Access Level: This position requires access to classified Defense Department and Intelligence Community information. The individual selected must already possess, or be immediately eligible for, a TOP SECRET security clearance and access to Sensitive Compartmented Information. U.S. citizenship is required for the granting of a security clearance.

Other Requirements:

1. Applicant selected for this position is subject to the completion of a one-year probationary period in conjunction with the appointment at the DISES level. (Applicants selected from outside NGA are subject to the completion of a two-year probationary period associated with their initial appointment to the Agency.)
2. This position is covered under the Ethics in Government Act of 1978 (P.L. 95-521). Incumbent will be required to file an Executive Personnel Financial Disclosure Report (SF-278) with the NGA Office of General Counsel.
3. State the lowest pay you will accept and current base salary.
4. Provide the name, address, and telephone number of three references to substantiate your qualifications.
5. Employment is subject to requirements of the NGA Drug Testing Program.

Other Information:

1. Veteran's preference does not apply to the Senior Executive Service.
2. Copies of this announcement and other general information may be obtained through the NGA Website or OPM's USAJobs, or by calling (301) 227-2531/2877 or DSN 287-2531/2877.
3. Applications will not be returned.
4. Use of postage paid Government agency envelopes to file job applications is a violation of Federal law and regulation.
6. Please identify how you became aware of this vacancy, e.g., opm.gov, the Washington Post, the NGA Web Page, employee, etc.

The National Geospatial-Intelligence Agency is an Equal Opportunity Employer. All qualified applicants will receive consideration for appointment without regard to race, age, religion, color, national origin, sex, marital status, sexual orientation, handicap, lawful political affiliation, or any other non-merit factor. This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis.